FIG.1
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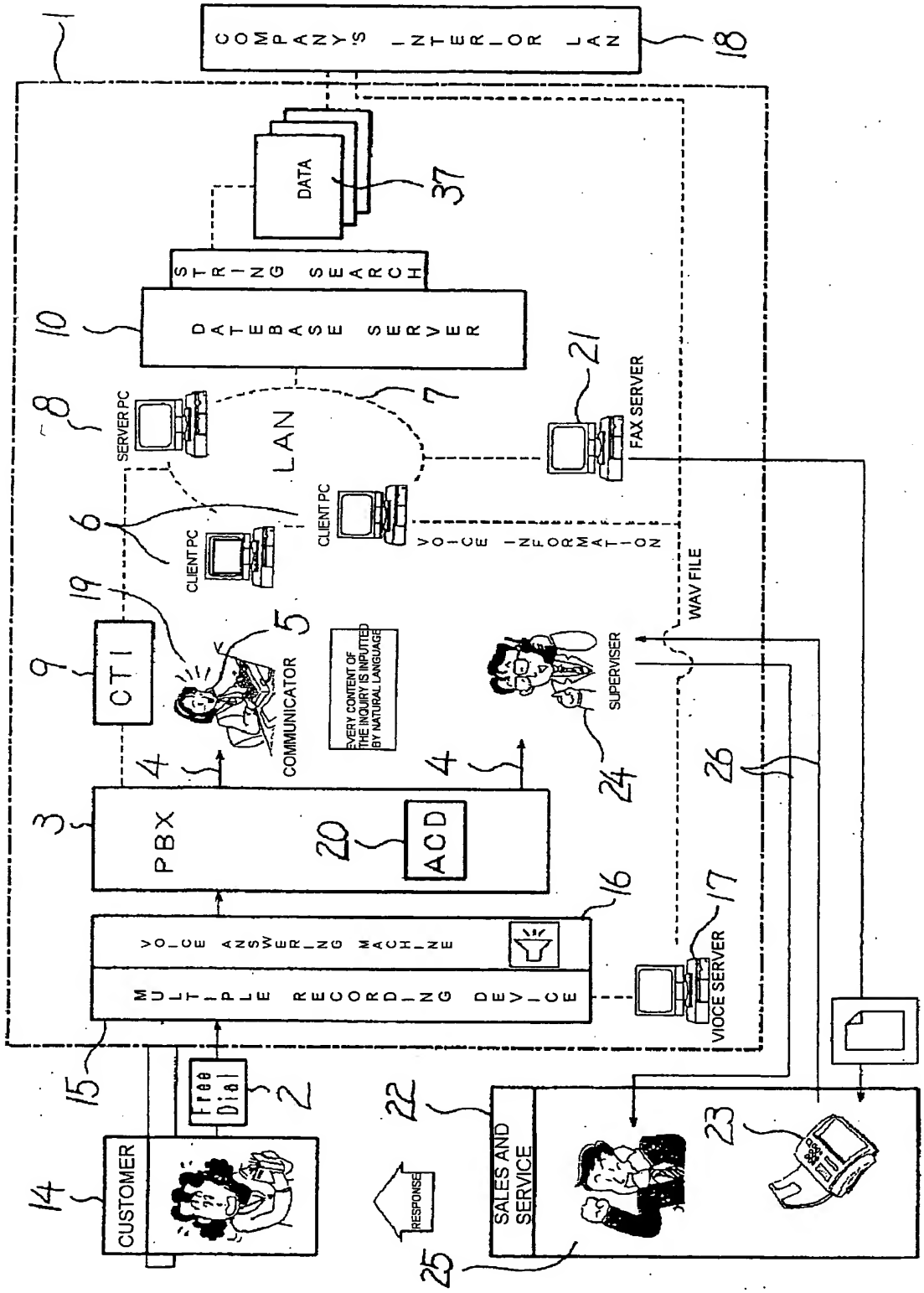
COMPANY'S INTERIOR LAN
18
1
DATA
37
STRING SEARCH
DATABASE SERVER
10
SERVER PC
8
LAN
7
FAX SERVER
21
CLIENT PC
6
CLIENT PC
VOICE INFORMATION
WAV FILE
19
CTI
9
5
COMMUNICATOR
EVERY CONTENT OF THE INQUIRY IS INPUTTED BY NATURAL LANGUAGE
SUPERVISER
24
26
4
4
PBX
3
ACD
20
16
VOICE ANSWERING MACHINE
MULTIPLE RECORDING DEVICE
17
VIOCE SERVER
15
Free Dial
2
22
23
CUSTOMER
14
RESPONSE
SALES AND SERVICE
25

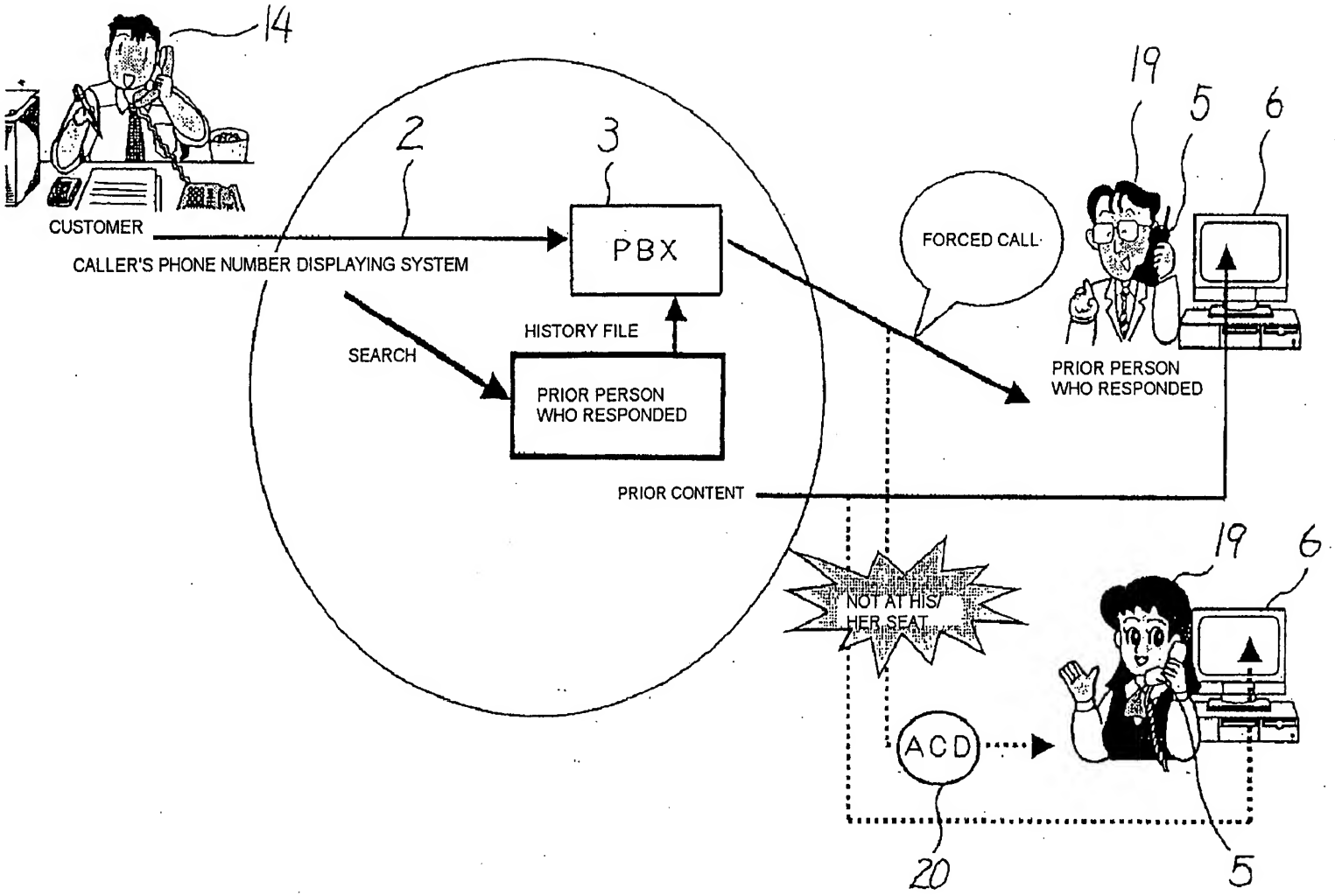
14
CUSTOMER
2
3
PBX
CALLER'S PHONE NUMBER DISPLAYING SYSTEM
SEARCH
HISTORY FILE
PRIOR PERSON
WHO RESPONDED
FORCED CALL
19
5
6
PRIOR PERSON
WHO RESPONDED
PRIOR CONTENT
NOT AT HIS/
HER SEAT
19
6
ACD
20
5

FIG.2
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FIG.3
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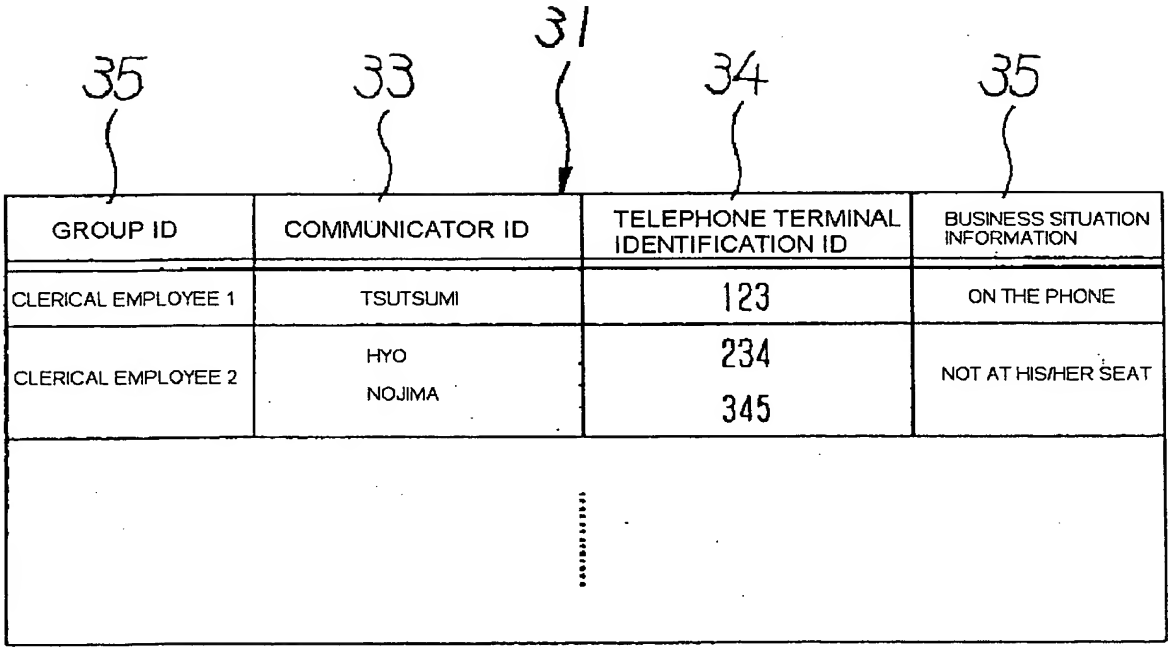
31
35
33
34
35
GROUP ID
COMMUNICATOR ID
TELEPHONE TERMINAL IDENTIFICATION ID
BUSINESS SITUATION INFORMATION
CLERICAL EMPLOYEE 1
TSUTSUMI
123
ON THE PHONE
CLERICAL EMPLOYEE 2
HYO
NOJIMA
234
345
NOT AT HIS/HER SEAT

FIG.4
4/16

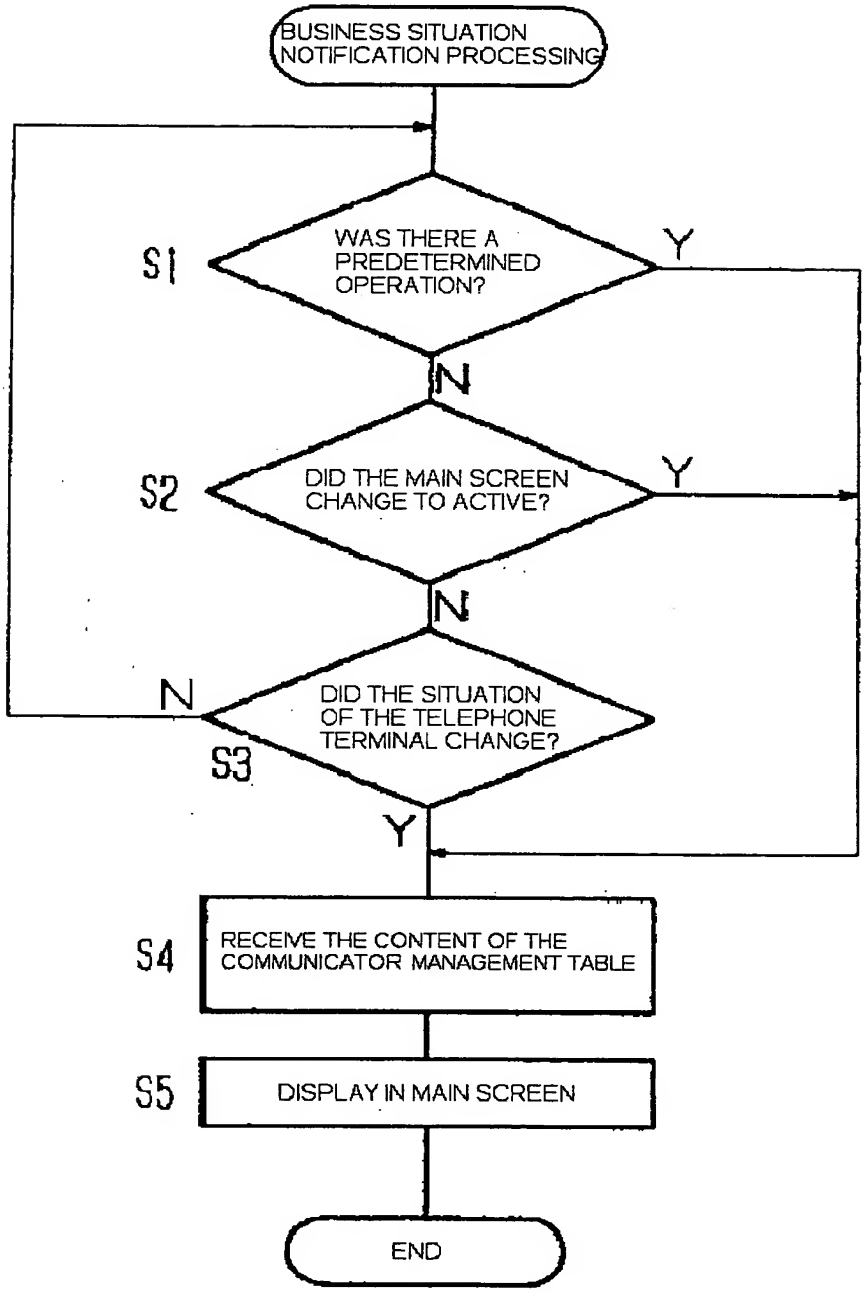
BUSINESS SITUATION NOTIFICATION PROCESSING
S1
WAS THERE A PREDETERMINED OPERATION?
Y
N
S2
DID THE MAIN SCREEN CHANGE TO ACTIVE?
Y
N
N
S3
DID THE SITUATION OF THE TELEPHONE TERMINAL CHANGE?
Y
S4
RECEIVE THE CONTENT OF THE COMMUNICATOR MANAGEMENT TABLE
S5
DISPLAY IN MAIN SCREEN
END

FIG.5
5/16

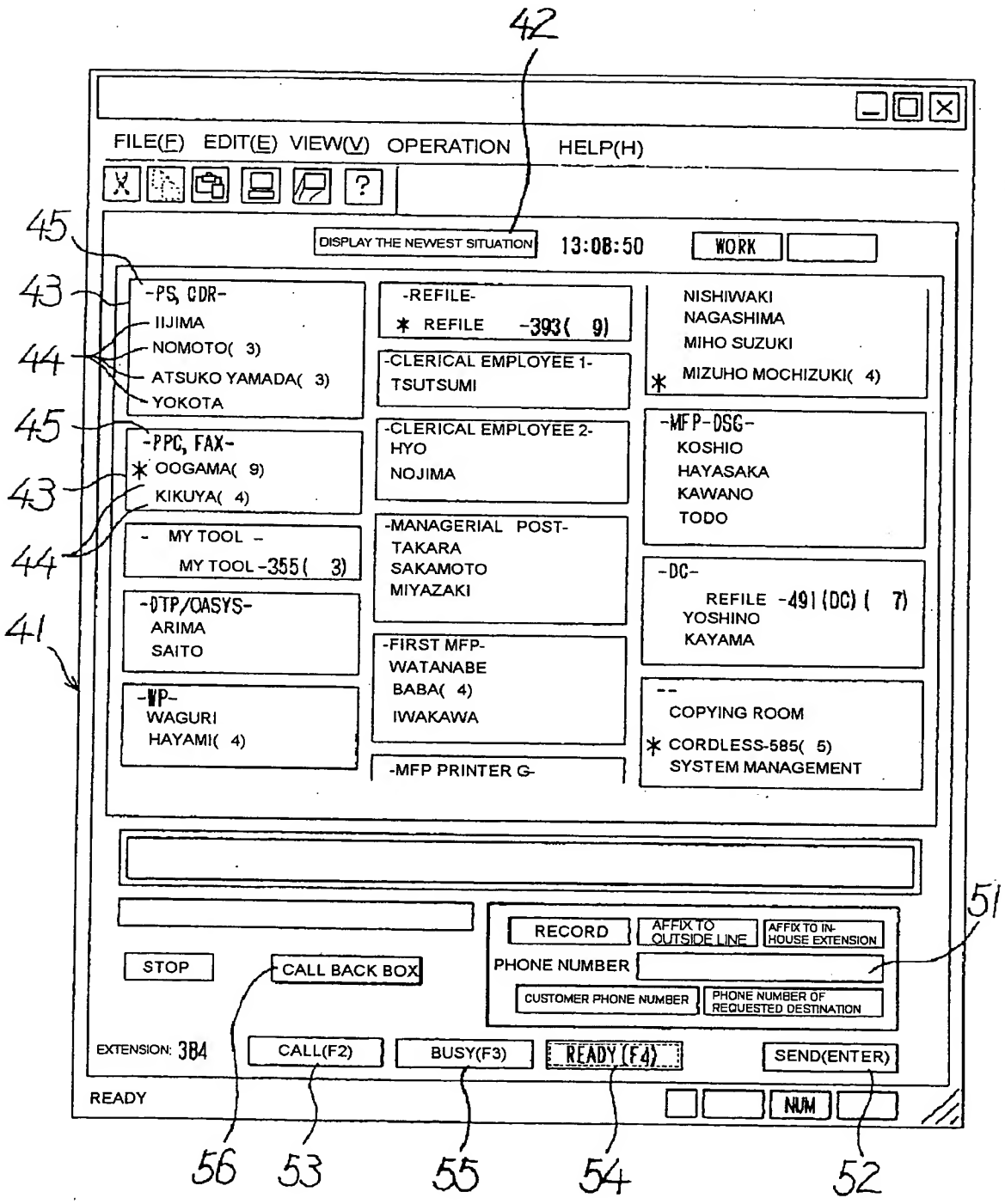
42
FILE(F) EDIT(E) VIEW(V) OPERATION HELP(H)
45
DISPLAY THE NEWEST SITUATION
13:08:50
WORK
43
-PS, CDR-
IIJIMA
44
NOMOTO(3)
ATSUKO YAMADA(3)
YOKOTA
45
-PPC, FAX-
OOGAMA(9)
43
KIKUYA(4)
44
- MY TOOL -
MY TOOL -355(3)
41
-DTP/OASYS-
ARIMA
SAITO
-VP-
WAGURI
HAYAMI(4)
-REFILE-
REFILE -393(9)
-CLERICAL EMPLOYEE 1-
TSUTSUMI
-CLERICAL EMPLOYEE 2-
HYO
NOJIMA
-MANAGERIAL POST-
TAKARA
SAKAMOTO
MIYAZAKI
-FIRST MFP-
WATANABE
BABA(4)
IWAKAWA
-MFP PRINTER G-
NISHIWAKI
NAGASHIMA
MIHO SUZUKI
MIZUHO MOCHIZUKI(4)
-MFP-DSG-
KOSHIO
HAYASAKA
KAWANO
TODO
-DC-
REFILE -491(DC)(7)
YOSHINO
KAYAMA
--
COPYING ROOM
CORDLESS-585(5)
SYSTEM MANAGEMENT
51
RECORD
AFFIX TO OUTSIDE LINE
AFFIX TO IN-HOUSE EXTENSION
PHONE NUMBER
CUSTOMER PHONE NUMBER
PHONE NUMBER OF REQUESTED DESTINATION
STOP
CALL BACK BOX
EXTENSION: 384
CALL(F2)
BUSY(F3)
READY(F4)
SEND(ENTER)
READY
NUM
56
53
55
54
52

FIG.6
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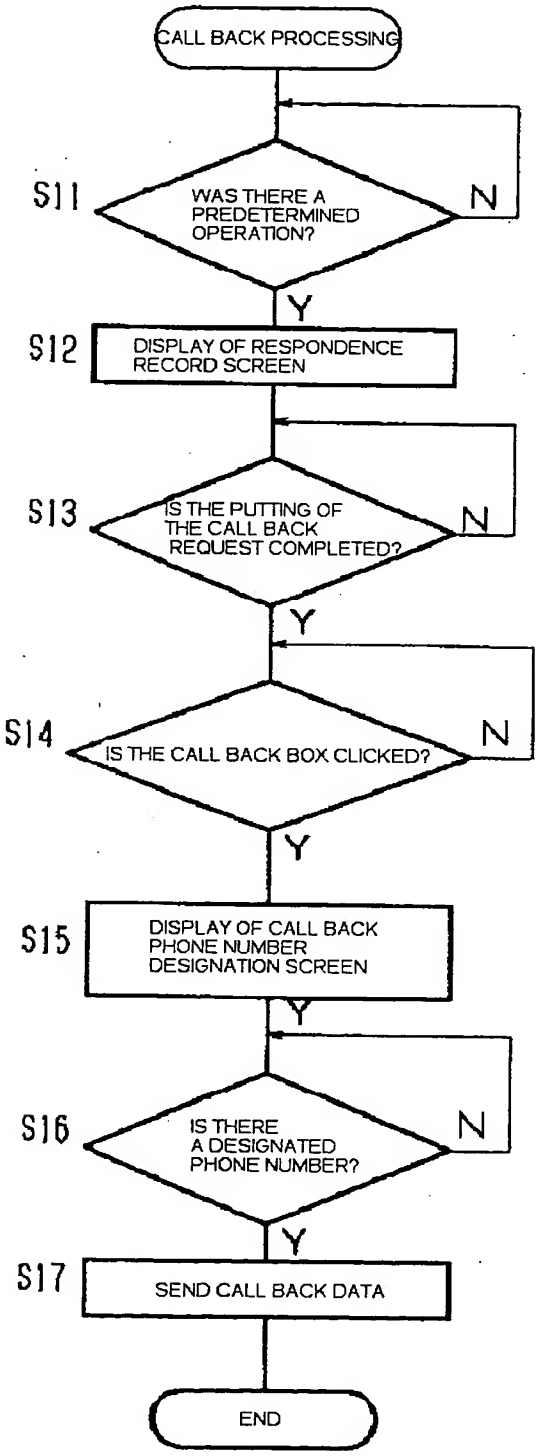
CALL BACK PROCESSING
S11
WAS THERE A PREDETERMINED OPERATION?
N
Y
S12
DISPLAY OF RESPONDENCE RECORD SCREEN
S13
IS THE PUTTING OF THE CALL BACK REQUEST COMPLETED?
N
Y
S14
IS THE CALL BACK BOX CLICKED?
N
Y
S15
DISPLAY OF CALL BACK PHONE NUMBER DESIGNATION SCREEN
Y
S16
IS THERE A DESIGNATED PHONE NUMBER?
N
Y
S17
SEND CALL BACK DATA
END

FIG.7
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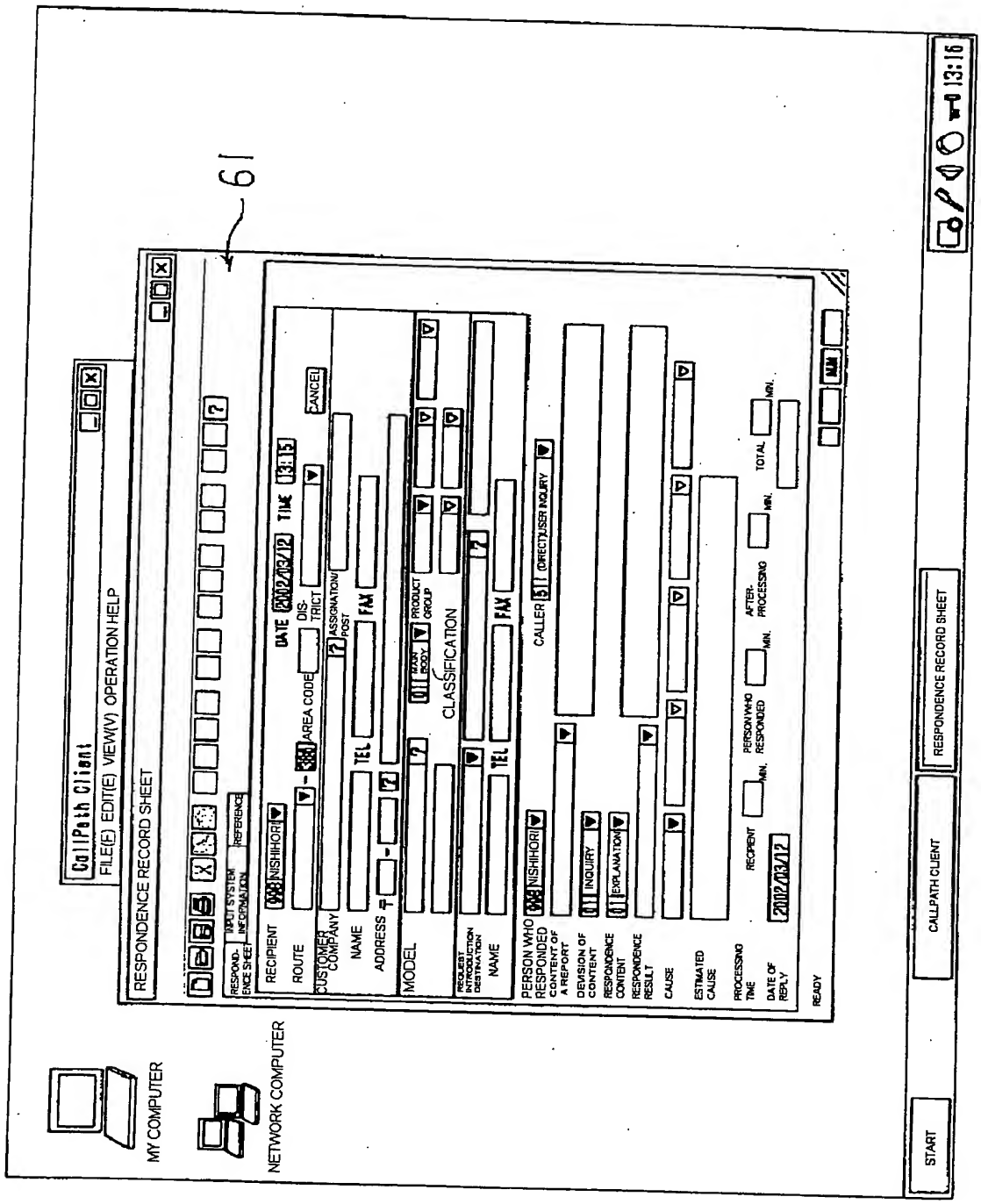
61
CallPath Client
FILE(F) EDIT(E) VIEW(V) OPERATION HELP
RESPONDENCE RECORD SHEET
RESPOND-ENCE SHEET
INPUT SYSTEM INFORMATION
REFERENCE
RECIPIENT
NISHIHORI
ROUTE
CUSTOMER COMPANY
NAME
ADDRESS
AREA CODE
TEL
DATE
2002/03/12
TIME
13:15
DIS-TRICT
ASSIGNATION/ POST
FAX
CANCEL
MODEL
CLASSIFICATION
PRODUCT GROUP
MAIN PROXY
REQUEST INTRODUCTION DESTINATION
NAME
PERSON WHO RESPONDED
CONTENT OF A REPORT
DEVISION OF CONTENT
RESPONDENCE CONTENT
RESPONDENCE RESULT
CAUSE
ESTIMATED CAUSE
PROCESSING TIME
DATE OF REPLY
CALLER
511 (DIRECT)USER INQUIRY
011 INQUIRY
011 EXPLANATION
RECIPIENT
PERSON WHO RESPONDED
AFTER-PROCESSING
TOTAL
MIN.
READY
MY COMPUTER
NETWORK COMPUTER
START
CALLPATH CLIENT
RESPONDENCE RECORD SHEET
13:16

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FIG.8
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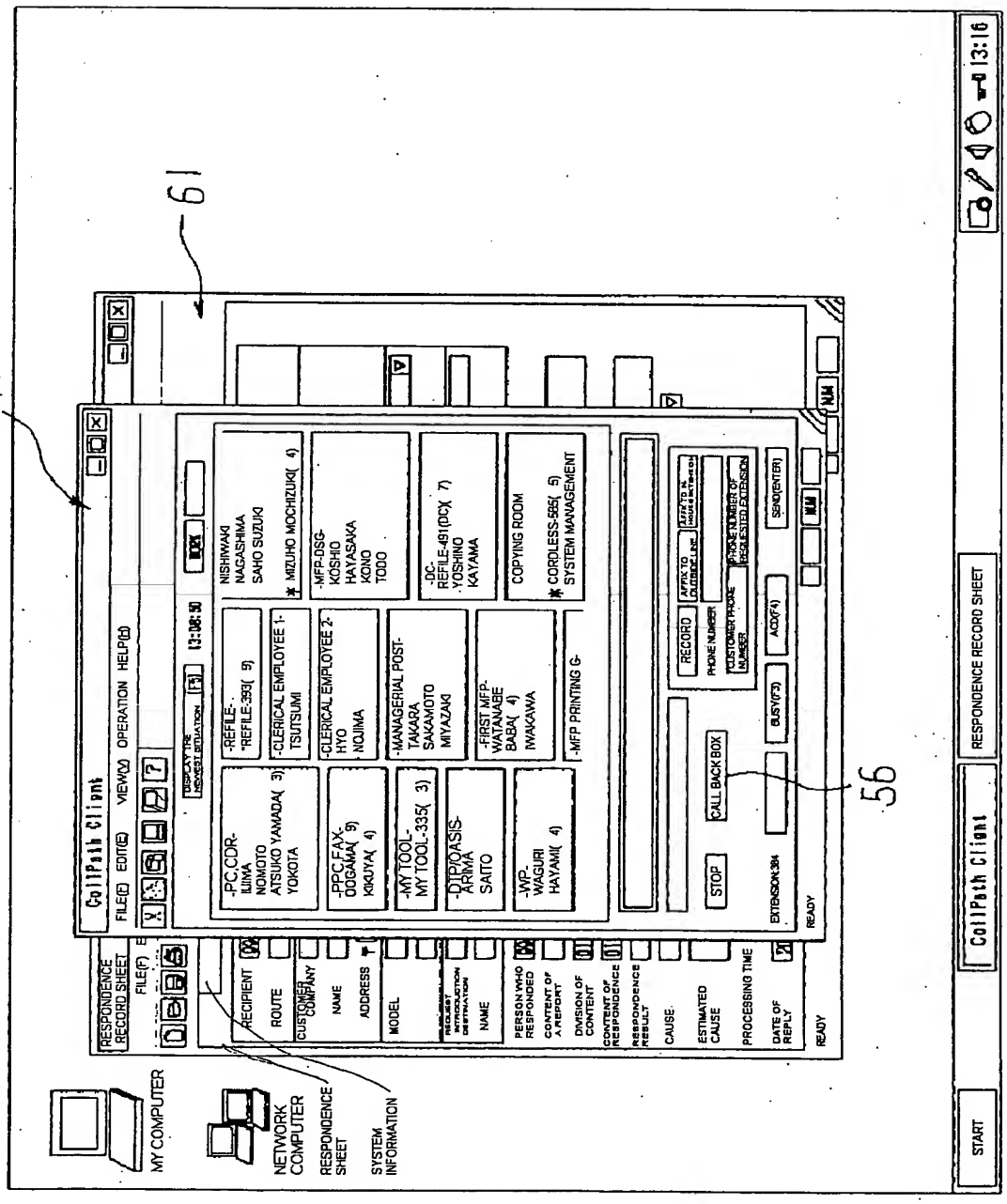

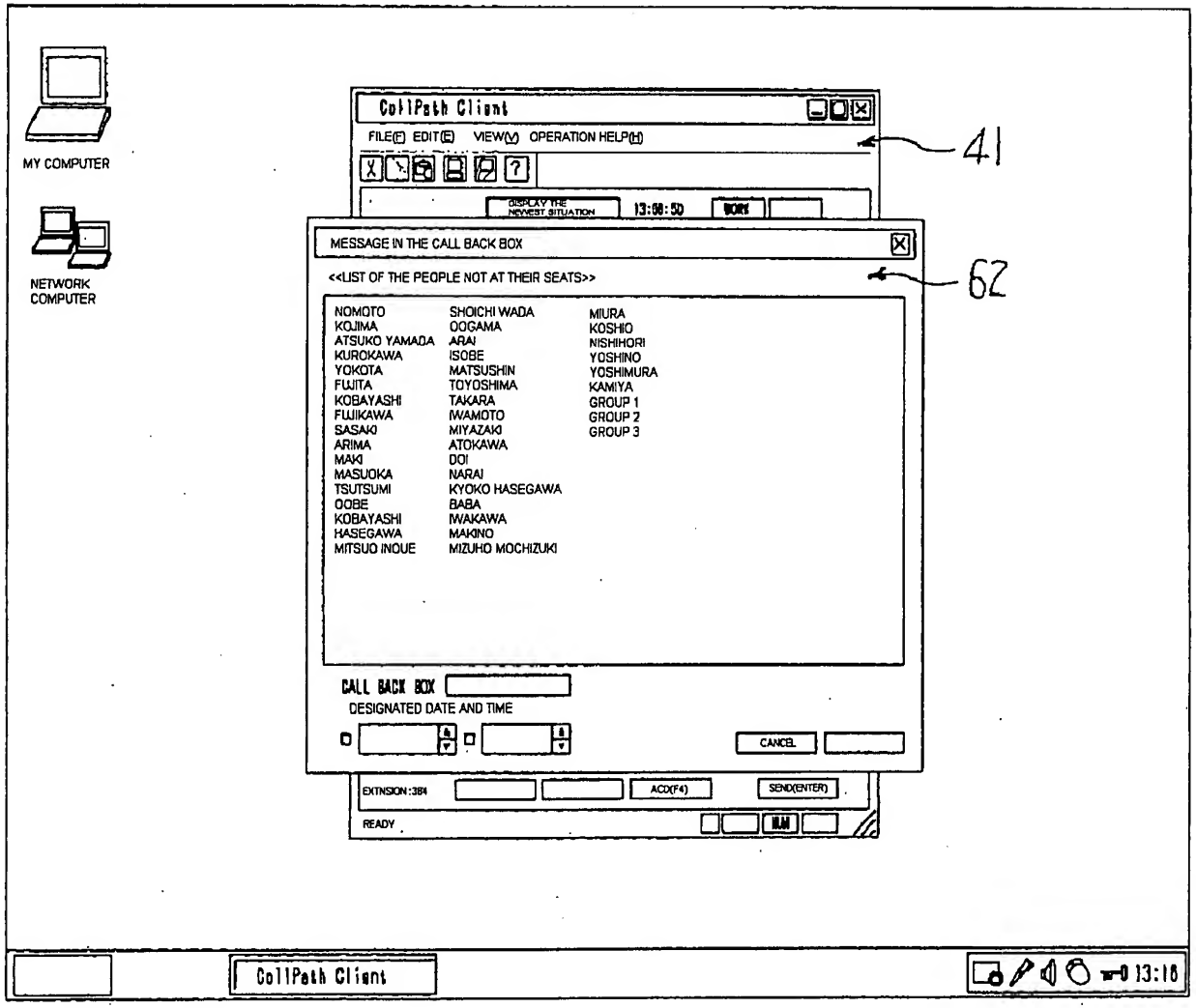
MY COMPUTER
NETWORK COMPUTER
CollPath Client
FILE(F) EDIT(E) VIEW(V) OPERATION HELP(H)
41
DISPLAY THE NEWEST SITUATION
13:58:50
WORK
MESSAGE IN THE CALL BACK BOX
<<LIST OF THE PEOPLE NOT AT THEIR SEATS>>
62
NOMOTO
KOJIMA
ATSUKO YAMADA
KUROKAWA
YOKOTA
FUJITA
KOBAYASHI
FUJIKAWA
SASAKI
ARIMA
MAKI
MASUOKA
TSUTSUMI
OOBE
KOBAYASHI
HASEGAWA
MITSUO INOUE
SHOICHI WADA
OOGAMA
ARAI
ISOBE
MATSUSHIN
TOYOSHIMA
TAKARA
IWAMOTO
MIYAZAKI
ATOKAWA
DOI
NARAI
KYOKO HASEGAWA
BABA
IWAKAWA
MAKINO
MIZUHO MOCHIZUKI
MIURA
KOSHIO
NISHIHORI
YOSHINO
YOSHIMURA
KAMIYA
GROUP 1
GROUP 2
GROUP 3
CALL BACK BOX
DESIGNATED DATE AND TIME
CANCEL
EXTNSION:384
ACC(F4)
SEND(ENTER)
READY
CollPath Client
13:18

FIG.9
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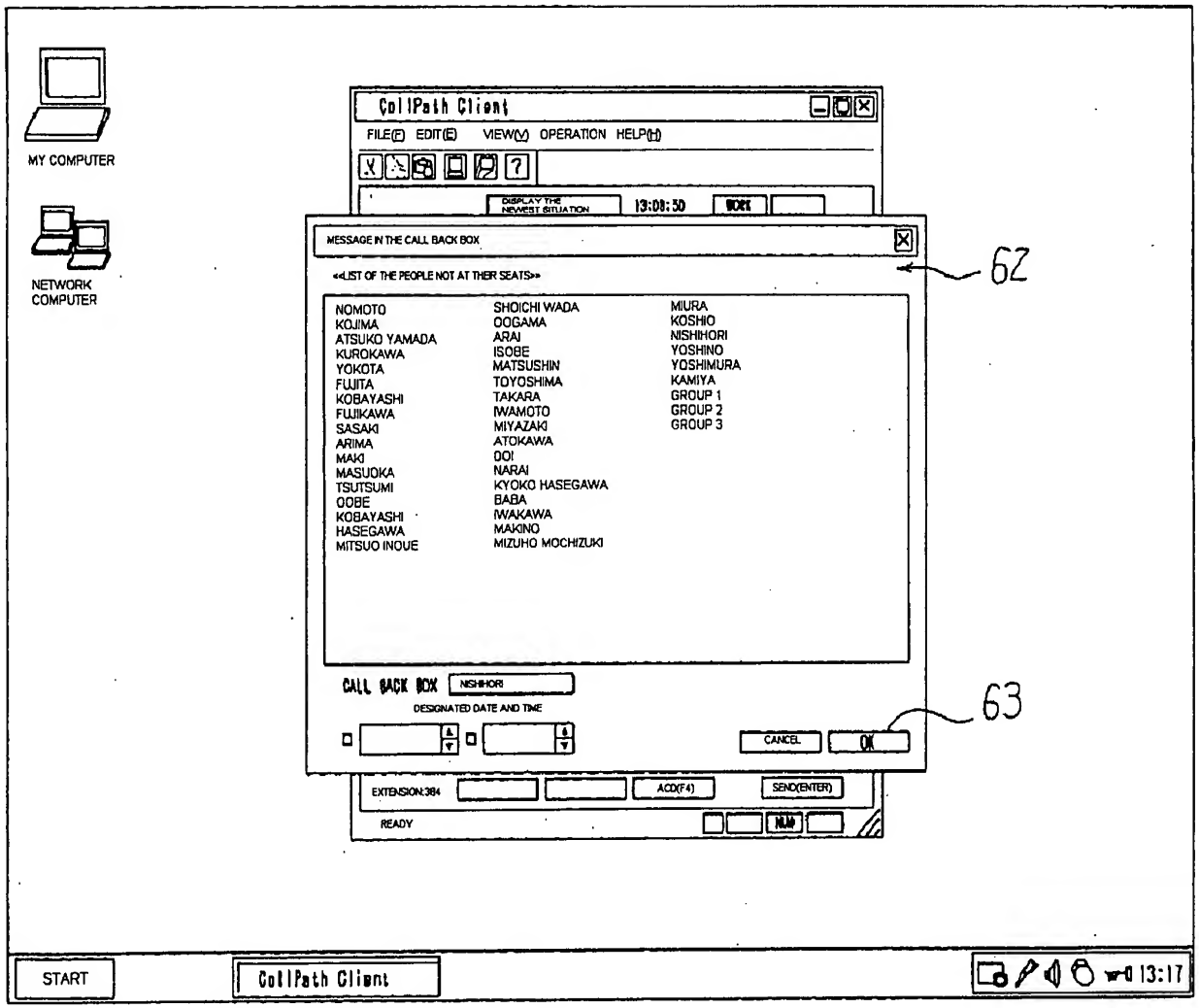
MY COMPUTER
NETWORK COMPUTER
CollPath Client
FILE(F) EDIT(E) VIEW(V) OPERATION HELP(H)
DISPLAY THE NEWEST SITUATION
13:08:50
MESSAGE IN THE CALL BACK BOX
62
<<LIST OF THE PEOPLE NOT AT THEIR SEATS>>
NOMOTO
KOJIMA
ATSUKO YAMADA
KUROKAWA
YOKOTA
FUJITA
KOBAYASHI
FUJIKAWA
SASAKI
ARIMA
MAKI
MASUOKA
TSUTSUMI
OOBE
KOBAYASHI
HASEGAWA
MITSUO INOUE
SHOICHI WADA
OOGAMA
ARAI
ISOBE
MATSUSHIN
TOYOSHIMA
TAKARA
IWAMOTO
MIYAZAKI
ATOKAWA
OOI
NARAI
KYOKO HASEGAWA
BABA
IWAKAWA
MAKINO
MIZUHO MOCHIZUKI
MIURA
KOSHIO
NISHIHORI
YOSHINO
YOSHIMURA
KAMIYA
GROUP 1
GROUP 2
GROUP 3
CALL BACK BOX
NISHIHORI
DESIGNATED DATE AND TIME
63
CANCEL
OK
EXTENSION:384
ACD(F4)
SEND(ENTER)
READY
START
CollPath Client
13:17

FIG.10
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FIG.11
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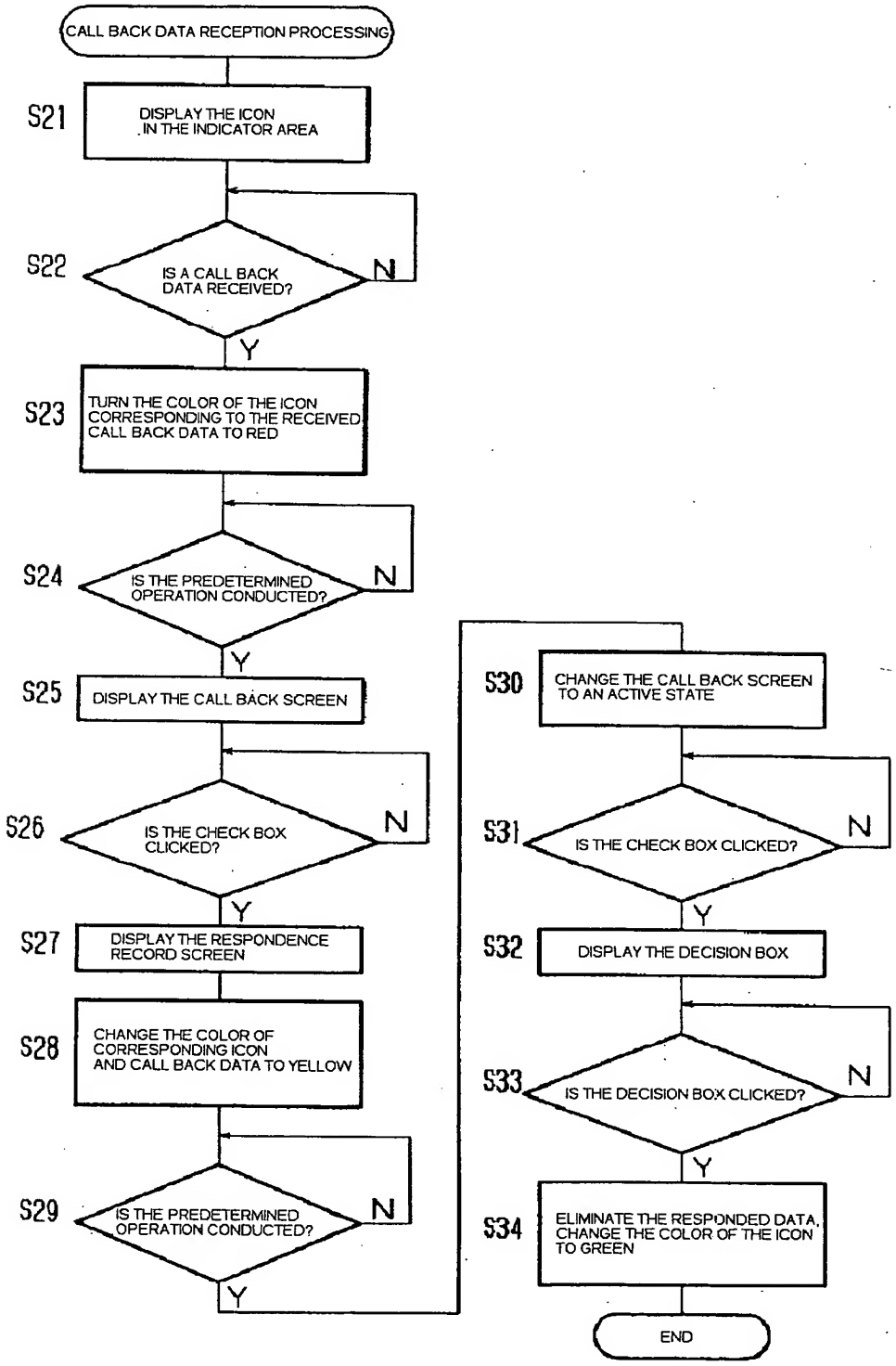
CALL BACK DATA RECEPTION PROCESSING
S21
DISPLAY THE ICON IN THE INDICATOR AREA
S22
IS A CALL BACK DATA RECEIVED?
N
Y
S23
TURN THE COLOR OF THE ICON CORRESPONDING TO THE RECEIVED CALL BACK DATA TO RED
S24
IS THE PREDETERMINED OPERATION CONDUCTED?
N
Y
S25
DISPLAY THE CALL BACK SCREEN
S26
IS THE CHECK BOX CLICKED?
N
Y
S27
DISPLAY THE RESPONDENCE RECORD SCREEN
S28
CHANGE THE COLOR OF CORRESPONDING ICON AND CALL BACK DATA TO YELLOW
S29
IS THE PREDETERMINED OPERATION CONDUCTED?
N
Y
S30
CHANGE THE CALL BACK SCREEN TO AN ACTIVE STATE
S31
IS THE CHECK BOX CLICKED?
N
Y
S32
DISPLAY THE DECISION BOX
S33
IS THE DECISION BOX CLICKED?
N
Y
S34
ELIMINATE THE RESPONDED DATA, CHANGE THE COLOR OF THE ICON TO GREEN
END

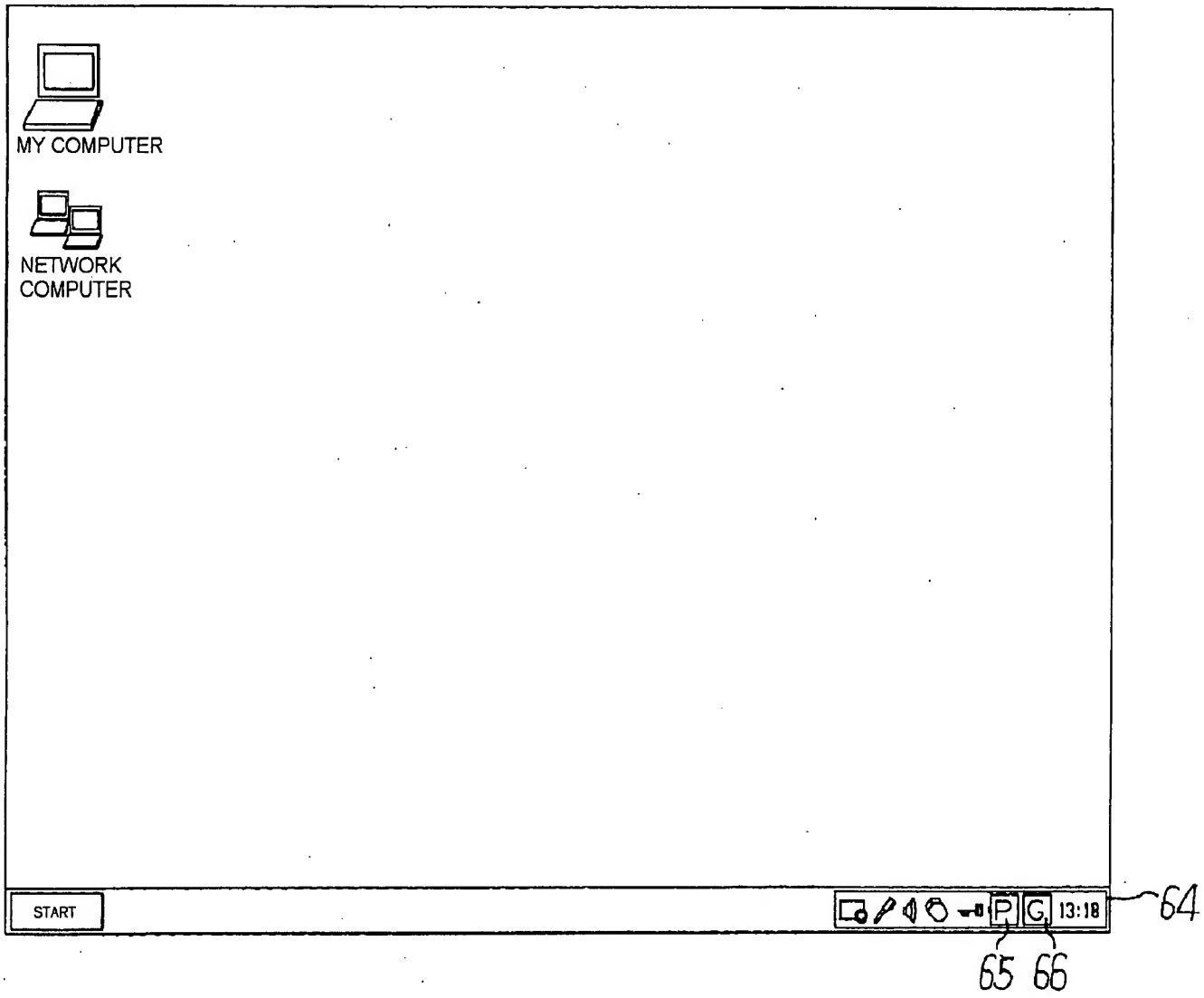

FIG.12
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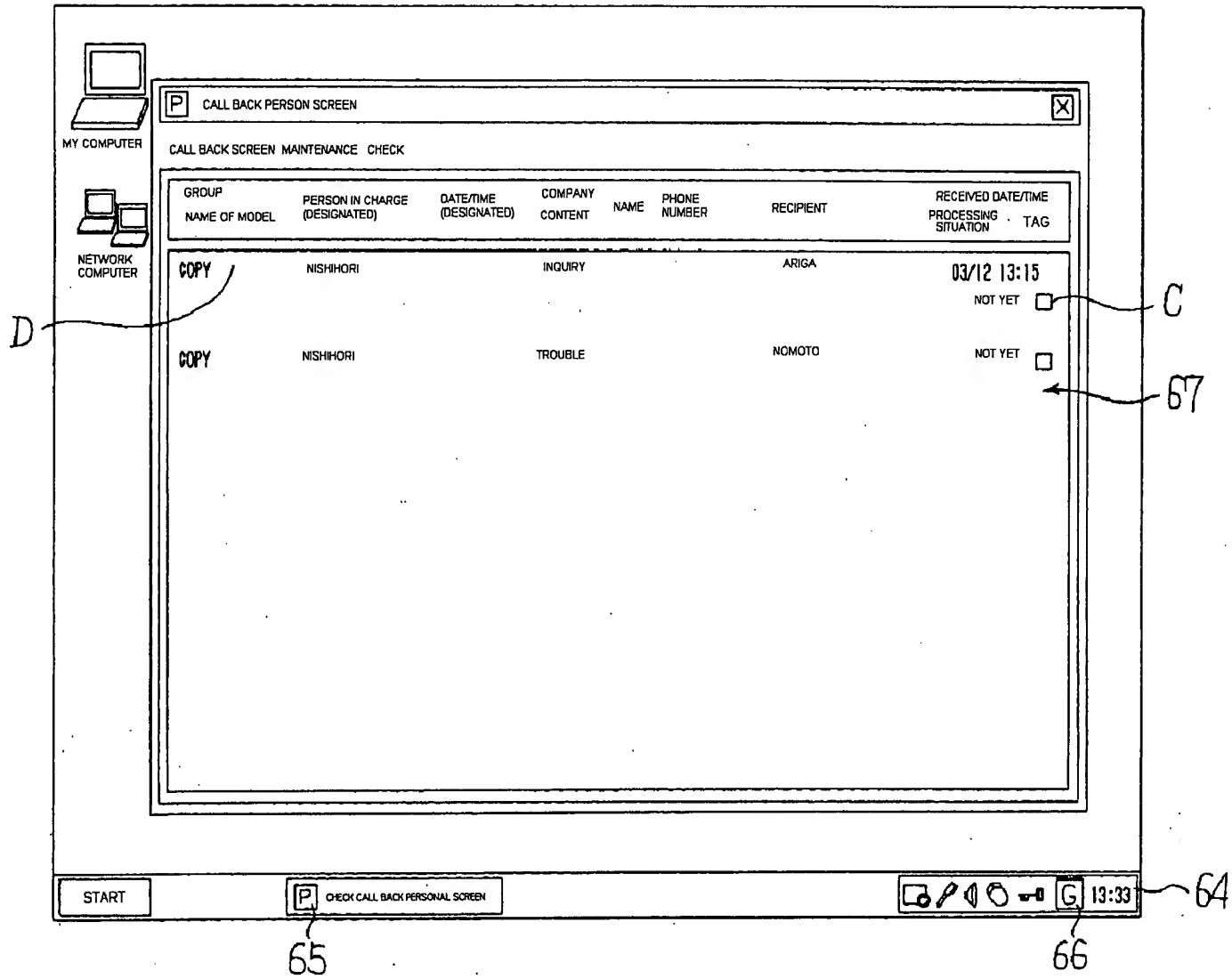
MY COMPUTER
NETWORK COMPUTER
CALL BACK PERSON SCREEN
CALL BACK SCREEN MAINTENANCE CHECK
GROUP
NAME OF MODEL
PERSON IN CHARGE (DESIGNATED)
DATE/TIME (DESIGNATED)
COMPANY
CONTENT
NAME
PHONE NUMBER
RECIPIENT
RECEIVED DATE/TIME
PROCESSING SITUATION
TAG
COPY
NISHIHORI
INQUIRY
ARIGA
03/12 13:15
NOT YET
COPY
NISHIHORI
TROUBLE
NOMOTO
NOT YET
START
CHECK CALL BACK PERSONAL SCREEN
13:33
C
D
67
64
65
66

FIG.13
13/16

App No.: Not Yet Assigned
Inventor: Shunichi TOYOSHIMA, et al
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FIG.14
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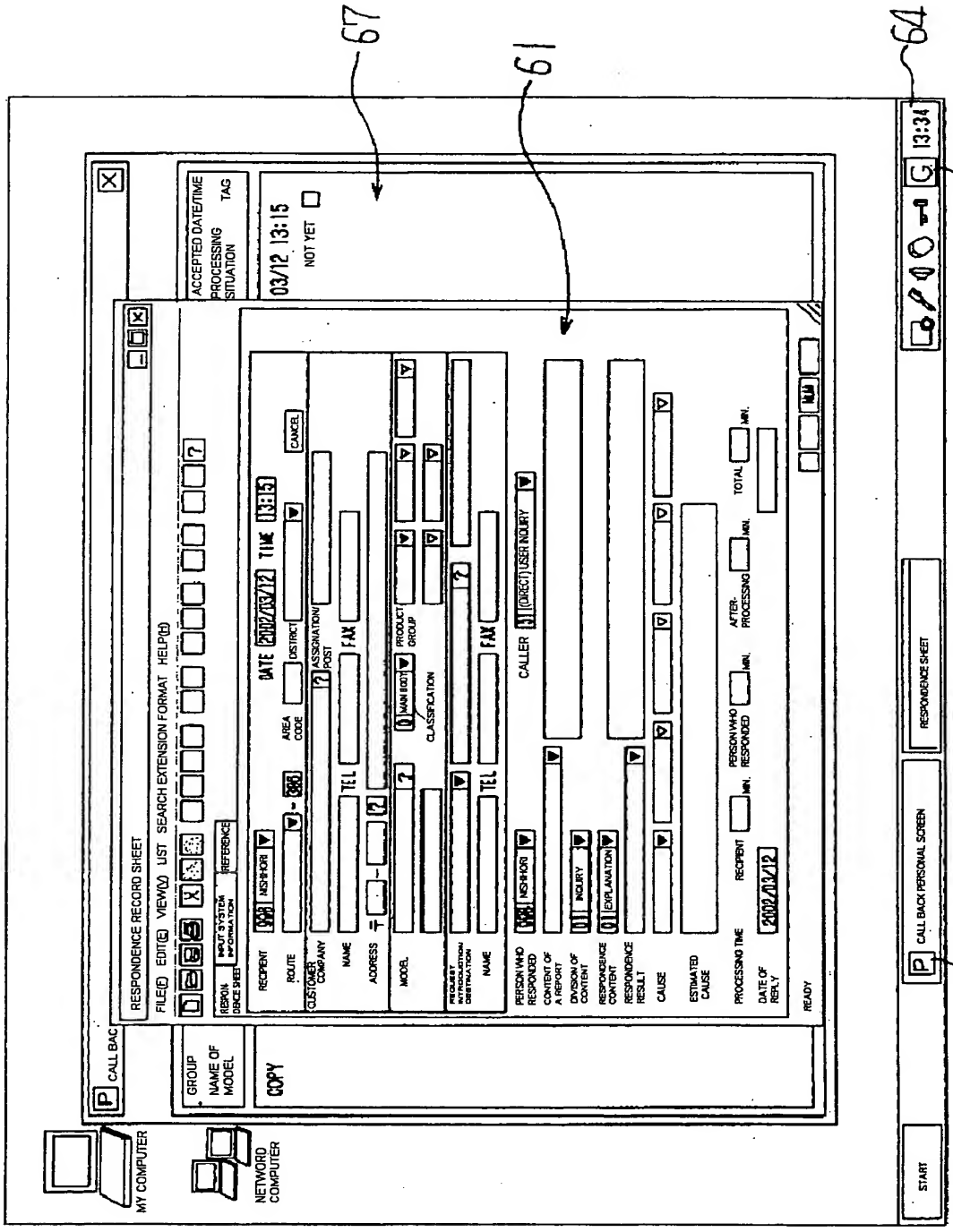

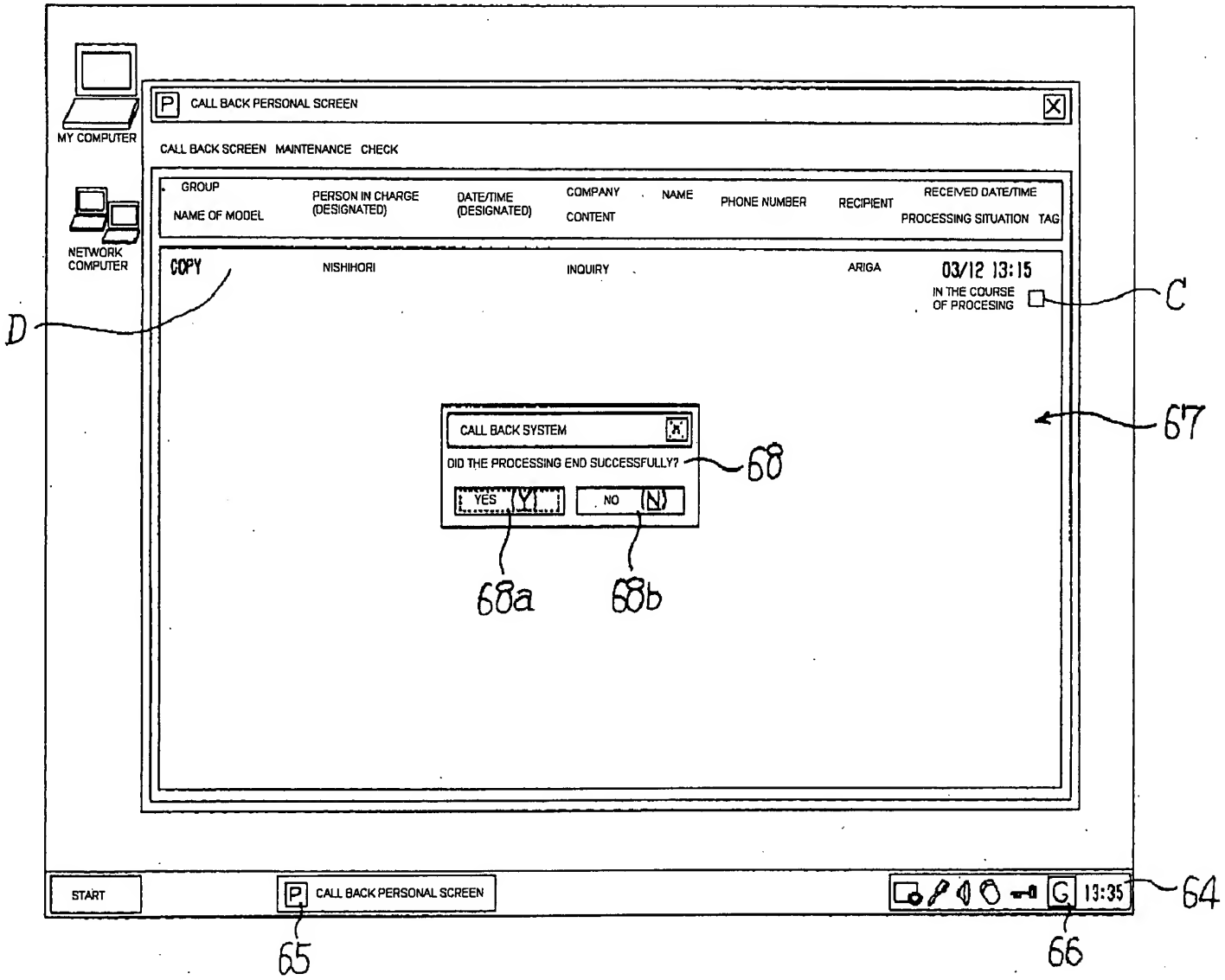
MY COMPUTER
NETWORK COMPUTER
CALL BACK PERSONAL SCREEN
CALL BACK SCREEN MAINTENANCE CHECK
GROUP
NAME OF MODEL
PERSON IN CHARGE (DESIGNATED)
DATE/TIME (DESIGNATED)
COMPANY
CONTENT
NAME
PHONE NUMBER
RECIPIENT
RECEIVED DATE/TIME
PROCESSING SITUATION
TAG
COPY
NISHIHORI
INQUIRY
ARIGA
03/12 13:15
IN THE COURSE OF PROCESING
D
C
67
CALL BACK SYSTEM
DID THE PROCESSING END SUCCESSFULLY?
68
YES (Y)
NO (N)
68a
68b
START
CALL BACK PERSONAL SCREEN
13:35
64
65
66

FIG.15
15/16

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Inventor: Shunichi TOYOSHIMA, et al
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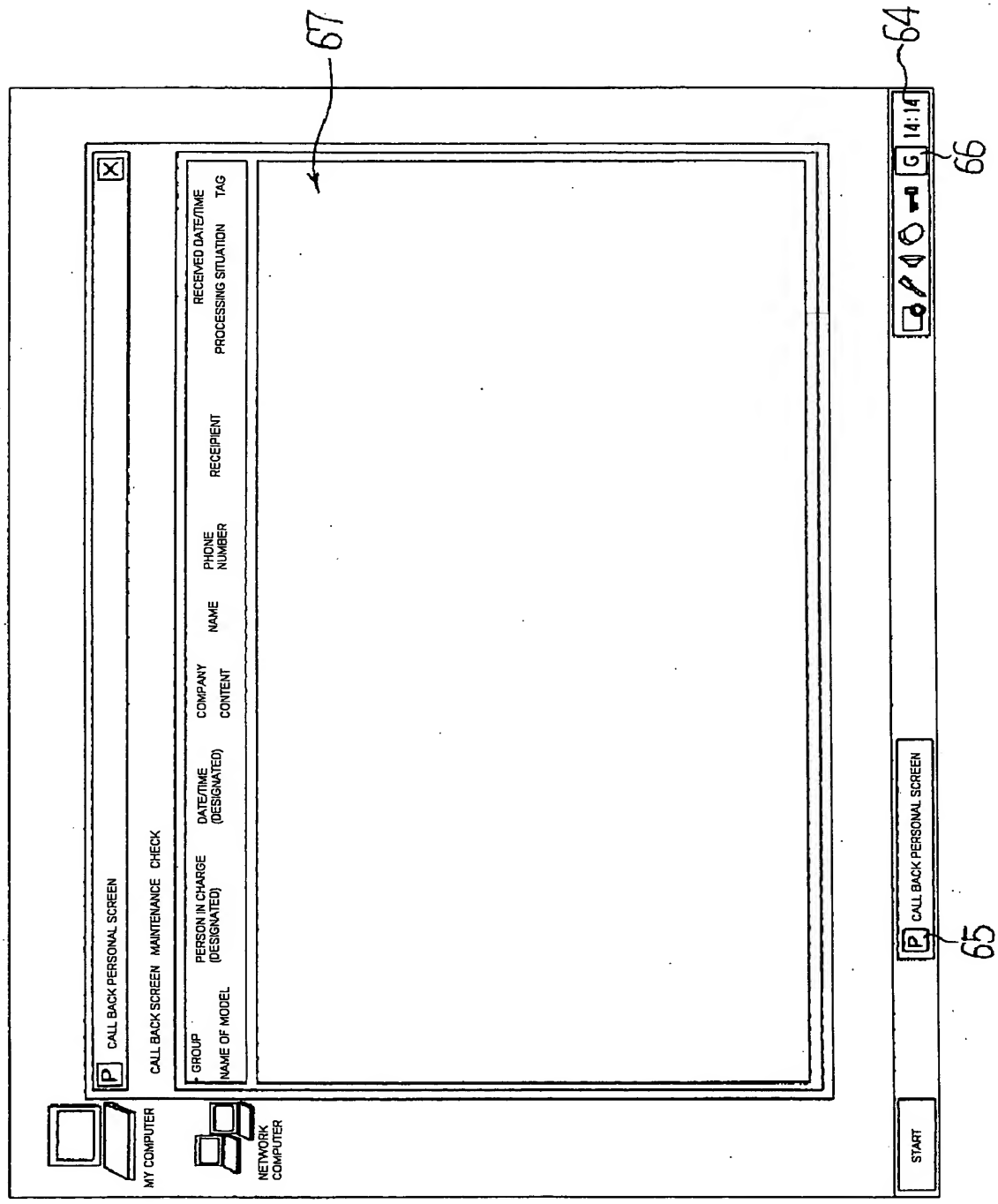
FIG.16
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